

# SKERRYVORE PRACTICE

## PRIVACY NOTICE

Skerryvore Practice aims to ensure the highest standard of medical care for our patients. To do this we keep records about you, your health and the care we have provided or plan to provide to you.

This Privacy Notice does not provide exhaustive details of all aspect of the collection and use of personal information by Skerryvore Practice. However, we are happy to provide any additional information or explanation needed. If you wish to request further information please contact the Practice Manager by:

Telephone: 01856 888 240

Letter: The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ

Email: [ork.skerryvorepractice@nhs.scot](mailto:ork.skerryvorepractice@nhs.scot)

### Data Protection Officer

Name: Gordon Robinson

Telephone: 01856 888253

Letter: NHSO, The Balfour, Foreland Road, Kirkwall, Orkney, KW15 1NZ

Email: [ork.dp@nhs.scot](mailto:ork.dp@nhs.scot)

### How We Use Your Information

In order to provide for your care, we need to collect and keep information about you and your health on our records. Your information is used to:

- Provide a basis for all health decisions made by care professionals with and for you
- Make sure your care is safe and effective
- Work effectively with others providing you with care
- Send you text notifications to you about appointment reminders, invitation to clinics and flu clinics. (You can opt out of the text notification service at any time by phoning the practice on 01856 888 240).

We may also use, or share, your information for the following purposes:

- Looking after the health of the general public
- Making sure that our services can meet patient needs in the future
- Auditing - Using patient health information to review and improve the quality of healthcare. Patient identifiable information is only used within the practice. (Patients have the right to request that their health information is not included in audits)
- Preparing statistics on NHS performance and activity (where steps will be taken to ensure you cannot be identified)

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- Investigating concerns, complaints or legal claims
- Helping staff to review the care they provide to make sure it is of the highest standard
- Training and educating staff
- Research approved by the Local Research Ethics Committee. (If anything to do with the research would involve you personally, you will be contacted to provide consent).

#### **Disclosure of Information to Other Health and Social Professionals**

We work with a number of other NHS and partner agencies to provide healthcare services to you. Below is a list of organisations that we may share your information with:

#### **Our Partner Organisations:**

- Other NHS hospitals
- Relevant GP Practices
- Dentists, Opticians and Pharmacies
- Private Sector Providers (private hospitals, care homes, hospices, contractors providing services to the NHS)
- Voluntary Sector Providers who are directly involved in your care
- Ambulance Service
- Specialist Services
- Health and Social Care Clusters
- Out of Hours Medical Service
- NHS Scotland
- Social Security Scotland

We may also share your information with your consent, and subject to strict sharing protocols, about how it will be used, with:

- Health and Social Care
- Police and Fire Services

#### **Risk Prediction**

Risk prediction data tools are increasingly being used in the NHS to help determine a person's risk of suffering a particular condition, preventing an unplanned or (re)admission and identifying a need for preventive information. Information about you is collected from a

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number of sources in NHS Scotland including this GP Practice. A risk score is then arrived at through an analysis of your de-identifiable information by ISD Scotland and is only provided back to your GP's Data Controller in an identifiable form. Risk prediction enables your GP to focus on preventing ill health and not just the treatment of illness. If necessary, your GP may be able to offer you additional services.

#### **Emergency Care Summary (ECS)**

Emergency care information such as your name, date of birth, the name of your GP, any medicines which your GP has prescribed, any medicines you are allergic to or react badly to, is shared with Out of Hours as this might be important if you need urgent medical care when the GP surgery is closed.

NHS staff (Doctors, Nurses, Accident and Emergency, Ambulance control and crews) can look at your ECS if they need to treat you when the surgery is closed. They will ask for your consent before they look at your records.

In an emergency and if you are unconscious, staff may look at your ECS without your agreement to let them give you the best possible care.

#### **Key Information Summary (KIS)**

Key information summary (KIS) has been designed to support patients who have complex care needs or long term conditions.

KIS allows important information to be shared with health care professionals in unscheduled care at NHS 24, A&E, Scottish Ambulance Service, Out of Hours, hospital and pharmacy environments.

Information contained in KIS summary includes, future care plans, medications, allergies, diagnosis, your wishes, carer and next of kin details.

You have the right to say that you do not want care staff outwith Skerryvore Practice to see ECS/KIS. Please contact the Practice on 01856 888 240 to let us know.

#### **Ordering Repeat Prescriptions**

This service allows you order repeat prescriptions. You will need to register to use this service via our practice website.

#### **Mail to Patients**

Letters are sent via Royal Mail.

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### Community Link Practitioner (CLP)

CLPs provide a person-centred service that is responsive to non-medical needs and interests of patients. It is access via a GP or self-referral. All relevant information is shared between the CLP and Skerryvore Practice. The CLP is employed by Voluntary Action Orkney (VAO), please see VAO privacy statement via the following link:

<http://vaorkney.org.uk/about-us/resources>

You have the right to stop using the service at any time. Please contact the Practice on 01856 888 240 if you wish to do so.

### Medicine Management

The Practice may conduct Medicines Management Reviews of medications prescribed to its patients. This service performs a review of prescribed medications to ensure patients receive the most appropriate, up to date and cost effective treatments. This service is provided by our clinicians and Pharmacists provided by NHS Orkney.

### Computer System

This Practice operates a Clinical Computer System on which NHS Staff record information securely. This information can then be shared with other Clinicians so that everyone caring for you is fully informed about your relevant medical history.

To provide around the clock safe care, unless you have asked us not to, we will make information available to trusted organisations. Wherever possible, their staff will ask your consent before information is viewed.

We consider patient consent as being the key factor in dealing with your health information.

### Shared Care Records

To support your care, and improve the sharing of relevant information to our partner organisations when they are involved in looking after you, we will share information to other NHS systems e.g. medication details for out of hours care. The general principle is that information is passed to these systems unless you request this does not happen, but that system users should ask for your consent before viewing your record.

### Closed-Circuit Television (CCTV)

CCTV is used to ensure the security of patients and staff whilst in the Practice area, and for the prevention and detection of crime. CCTV images may be provided to Police or other bodies on request.

There are 2 cameras recording footage in the Practice area. The cameras record 24 hours a day, 7 days a week. The CCTV cameras are located at:

- The main entrance into the GP Practice area

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- Outside the fire doors which lead in to the Skerryvore Practice corridor (these cameras view the reception desks)

Screens are displayed in the Balfour Hospital Switchboard Department and all images are viewable by Balfour Hospital Switchboard staff 24 hours a day, 7 days a week.

Access by third parties is tightly controlled to ensure the confidentiality of the individuals. All requests are required to be in writing on a "Request for Disclosure of Personal Data Form".

All requests for access should be sent to:

Alan Scott  
Estates Department  
NHS Orkney  
The Balfour  
Kirkwall

Where an application is declined a reason will be given.

All images are held securely on a hard drive and stored for 1 month before being overwritten. Alan Scott, Estates & Portering Team Lead, is in charge of storage of all CCTV Footage. NHS Orkney's IT Department have access to these recordings for security reasons.

### **How We Keep Your Information Confidential and Secure**

We are committed to protecting your privacy and will only use information collected lawfully in accordance with the Data Protection Act 1998, Article 8 of the Human Rights Act, the Common Law of Confidentiality, The General Data Protection Regulation and the NHS Codes of Confidentiality and Security. Everyone working in, or for the NHS must use personal information in a secure and confidential way.

We will only ever use or pass on your information if there is a genuine need to do so. We will not disclose information about you to third parties without your permission unless there are exceptional circumstances, such as when the law requires.

To protect your confidentiality, we will not normally disclose any medical information about you over the telephone, or by fax, unless we are sure that we are talking to you. This means that we will not disclose information to your family, friends, and colleagues about any medical matters at all, unless we know that we have your consent to do so.

### **Anyone Who Receives Information From Us Is Also Under A Legal Duty to Keep It Confidential and Secure**

All persons in the Practice sign a confidentiality agreement that explicitly makes clear, their duties in relation to personal health information and the consequences of breaching that duty.

Please be aware that your information will be accessed by non-clinical Practice staff in order to perform tasks enabling the functioning of the Practice. These are, but not limited to:

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- Typing referral letters to Hospital Consultants or other Health Professionals
- Opening letters from Hospitals and Consultants
- Scanning clinical letters, radiology reports and any other documents not available in Electronic format
- Photocopying or printing documents for referral to Consultants
- Handling, printing, photocopying and postage of medico legal and life assurance reports and other clinical documents

#### **Right of Access to Your Health Information**

The General Data Protection Regulation allows you to find out what information about you is held on computer and in manual records. This is known as “right of subject access” and applies to personal information held about you. If you want to see or receive information that the Practice holds about you:

- You will need to complete a Subject Access Request form and return it to the Practice.
- There may be a charge for excessive requests for information held about you
- We are required to respond to you within one month
- You will need to give us adequate information (e.g. full name, address, date of birth, NHS Number etc, two forms of identification etc.) to enable us to identify you and provide the correct information

#### **Who Else May Ask to Access Your Information**

- The **Court** can insist that we disclose medical records to them;
- **Solicitors** often ask for medical reports. We will require your signed consent for us to disclose information. We will not normally release details about other people that are contained in your records (e.g. wife, children parents etc.) unless we also have their consent.
- **Social Services** - The Benefits Agency and others may require medical reports on you from time to time. We will need your signed consent to provide information to them.
- **Life Assurance Companies/Employers/Occupational Health Doctors** frequently ask for medical reports on individuals. These are always accompanied by your signed consent form.

We will only disclose the relevant medical information as per your consent. You have the right, should you request it, to see reports prepared for Insurance Companies, employers or occupational Health doctors before they are sent.

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### Sharing Your Information without Consent

We will normally ask you for your consent, but there are times when we may be required by law to share your information without your consent, for example:

- Where there is a serious risk of harm or abuse to you or other people
- Where a serious crime, such as assault, is being investigated or where it could be prevented
- Where we encounter infectious diseases that may endanger the safety of others, such as meningitis or measles (but not sensitive information such as HIV/AIDS)
- Where a formal Court Order has been issued
- Where there is a legal requirement, e.g. if you had committed a Road Traffic Offence

Skerryvore Practice is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our website; you can be assured that it will only be used in accordance with this privacy statement.

You may choose to restrict the collection or use of your personal information in the following ways:

- Information you supply using any electronic form(s) on the practice website will only be used for the purpose(s) stated on the form.

### Changes to This Privacy Notice

We keep our Privacy Notice under regular review.

### Concerns about Sharing Your Information

If you have any concerns about how we use or share your information, or you do not wish us to share your information, please contact the Practice Manager on 01856 888 240.

### Complaints

If you have a complaint about how your information is managed at the practice, please contact the Practice Manager. If you remain unhappy with the Practice's response, you can complain to the Information Commissioner Office [www.ico.gov.uk](http://www.ico.gov.uk)

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#### **Change of Details**

It is important that you tell us if any of your details such as your name, address or telephone number has changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are kept accurate and up to date at all times.

Paula Craigie, Practice Manager

Reviewed and updated Nov 2021

Reviewed and updated June 2022